

Summary of Meeting Minutes August 13, 2020

Call to Order and Roll Call

Sarah Reisetter, Iowa Department of Public Health, called roll call at 1:00 P.M. Attendance is reflected in the separate roll call sheet. Sarah announced a quorum.

Approval of Previous Meeting Minutes

Sarah called for a motion to approve minutes from the May 20, 2020 meeting. The minutes were approved.

Medicaid Director's Update

Mike Randol, Medicaid Director, gave updates on Iowa Medicaid. Mike announced that his last day with the Iowa Medicaid Enterprise (IME) will be August 14, 2020. Mike discussed the IME's response to the COVID-19 Public Health Emergency (PHE). He reminded the Council that the IME will not disenroll any member due to non-payment of monthly premiums during the PHE. All copays, contributions, and premiums have been waived by the IME through at least October 22, 2020. Uninsured individuals can apply for COVID-19 Testing Coverage through the Department of Human Services (DHS) website, this coverage for uninsured individuals is very limited and only applies to costs associated with tests for COVID-19. During the coronavirus PHE, Skilled Nursing Facilities (SNF) are eligible to receive payments from the Department. These payments are available to provide financial assistance for facilities experiencing unexpected costs associated with providing services to members diagnosed with COVID-19. The payments are an additional \$300 per day per Medicaid member who has tested positive for COVID-19. The Department has issued several different Informational Letters (ILs) related to COVID-19 relief or enhanced funding for Medicaid providers during the federal PHE. Mike continues to hold bi-weekly meetings with stakeholders regarding the coronavirus PHE. As of August 11, 2020, there have been a little more than 1,500 Iowa Medicaid members who have tested positive for COVID-19.

The Department continues to work with the Managed Care Organizations (MCOs) and CareBridge to implement Electronic Visit Verification (EVV), with an implementation date of January 1, 2021. Per 2020 Legislation, the Department has eliminated the monthly budget maximum, or cap, for individuals eligible for the Medicaid Home- and Community-Based Services (HCBS) Elderly Waiver. This change is effective for dates of service beginning July 1, 2020, for both Fee-for-Service (FFS) and Managed Care (MC) members. The Department has implemented a new universal prior authorization (PA) form for medical requests. This new form is available for providers to use now, but providers won't be required to use the form until October 1, 2020. The new form is universal, meaning the form can be filled out and sent to either MCO or the IME for FFS members. The only change to the PA process is the request form. There is no change to any of the current PA requirements or approvals.

that are already in place. Additionally, there is no change to the authorization timeframes that have always existed.

Sarah thanked Mike for his service as Medicaid Director. Dennis Tibben, Iowa Medical Society, asked about meaningful use attestation. Mike stated that the Department had submitted encounter data to the Centers for Medicare and Medicaid Services (CMS) and that after submitting further data to comply with subsequent requests, he had not heard back from CMS. Shelly Chandler, Iowa Association of Community Providers (IACP), asked about Provider Relief Funds. Mike stated that the application forms would be posted to the DHS website early next week. Senator Joe Bolkcom echoed Sarah in thanking Mike for his service and wished him luck on his next adventure. Sarah, noted a decline in childhood vaccination rates and asked if the IME is doing outreach regarding this issue. Mike answered that the Department has had preliminary discussions and that they would take this on as an action item. Casey Ficek, Iowa Pharmacy Association, noted that they had been working with Mike on this issue earlier this week and are working with regional chains to ensure appropriate protocols are in place.

Managed Care Quarterly Report: State Fiscal Year (SFY) 2020 Quarter 3

Mary Stewart, Bureau Chief, Managed Care reviewed the report. This is the first report that includes any impact of COVID-19, as Iowa had 500 cases by March 31, 2020. There were many more changes in service plans than usual as case managers shuffled services to accommodate member needs. On the grievance report, most grievances continue to be on the topic of transportation. As enrollments increased, so has the number of appeals. Iowa Total Care reported payment system configuration issues that led to clean claims being withdrawn and prevented accurate claims reporting. More data specific to COVID-19 is being collected and will be incorporated into next quarter's report.

Updates from the MCOs

Amerigroup Iowa, Inc.

John McCalley, of Amerigroup Iowa, Inc. (Amerigroup), presented Amerigroup's update. Amerigroup has been reaching out to members, pharmacies, nursing facilities, providers and associates who are without connectivity or electricity after the August 10, 2020 storm. Resources are being shifted to cover staffing gaps to meet the increased need of members and nursing facilities. Amerigroup made thousands of outbound calls and other contacts to check in on members, including in-person visits.

IME and the MCOs continue to meet regularly about COVID-19 response, which was included in the Medicaid Director's report. Amerigroup is meeting weekly with the IACP. Home delivered meals are expanded to anyone who is homebound, even if they do not receive waiver services. After peaking at around 1,000 meals per day, Amerigroup now receives only 50-60 requests more than usual per day. The Anthem Foundation has donated \$20,000 to Iowa food banks and the Red Cross. A partnership with the Youth Policy Institute of Iowa brought 200 Chromebooks for children in institutional or foster care to facilitate online education models. Amerigroup is also working with community action agencies to reduce housing insecurity as people are affected by shutdowns and furloughs.

Iowa Total Care

Mitch Wasden of Iowa Total Care (ITC), presented ITC's update. ITC has been reaching out to high risk members who may have been affected by the August 10, 2020, storm. The ITC call center made 2,500 calls to members and emergency contacts, and then staff are attempting drive-by check ins. Members are requesting extension cords, flashlights, and shelf stable foods. Almost half of ITC staff is still working from home, face-to-face visits are currently suspended, and ITC is working with IME on telehealth. ITC is fulfilling about 900 more home delivered meal requests than they were prior to COVID-19. ITC has donated \$85,000 to food banks in Iowa and 200,000 masks and gloves to providers who report sourcing problems.

ITC has been in the Iowa market for one year. In that time, they launched a free telehealth app for primary care and behavioral health, started texting members after hospital visits, paid out \$1.4 million in member incentives through the My Health Pays program, streamlined hospital discharge reporting, and increased outreach to newly pregnant members.

Open Discussion

Peggy Huppert, National Alliance on Mental Illness (NAMI), asked about how the MCOs are facilitating "return to learn" plans. Mitch answered that ITC is working on figuring out how to support schools with these programs; John agreed and said that Amerigroup would take this question back. Peggy offered NAMI's assistance to both MCOs. Mike said that the IME has sent a request up to CMS to ask for additional guidance and flexibility as to how Medicaid can support virtual learning.

Marcie Strouse, MAAC public member, asked how the IME is measuring telehealth quality and if telehealth is negatively affecting child therapy. Mike said that the Department is working on developing parameters to measure telehealth outcomes.

Adjournment

Meeting adjourned at 2:24 P.M.

Submitted by,
Michael Kitzman
Recording Secretary
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